2.   (Once Amended) The method of claim 1, further comprising automatically selecting one of two modes of resolving the dispute based on the result from the case-based reasoning system, the first mode being completely driven by an electronic agent and the second mode involving a human dispute resolution specialist.

3.   (Once Amended) The method of claim 1, wherein the case-based reasoning system contains a history file.

4.   (Once Amended) The method of claim 3, wherein the history file contains patterns and precedents, further comprising applying the patterns and precedents to generate an outcome prediction.

5.   (Once Amended) The method of claim 4, further comprising presenting the outcome prediction to the parties.

6.   (Once Amended) The method of claim 4, wherein the outcome prediction includes one or more likely outcomes and associated probabilities of occurrence.

7.   (Once Amended) The method of claim 1, further comprising receiving settlement position from the parties.

8.   The method of claim 7, further comprising automatically settling the dispute if the settlement positions satisfy a predetermined criteria.

9.   The method of claim 8, wherein the predetermined criteria relates to a monetary settlement position.

10.   The method of claim 8, wherein the predetermined criteria relates to a non-monetary settlement position.

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11. (Once Amended) The method of claim 2, ~~wherein the dispute~~ resolution specialist resolves the dispute by transitioning from a mediation stage to an arbitration stage.

12. (Once Amended) The method of claim 2, wherein the dispute resolution specialist generates a final recommended resolution.

13. The method of claim 12, wherein the final recommended resolution is accepted by the one or more parties.

14. (Once Amended) The method of claim 12, further comprising creating a contract between the one or more parties stating the willingness to abide by the recommended resolution.

15. (Once Amended) The method of claim 2, further comprising communicating among the parties using a plurality of communication modes.

16. The method of claim 15, wherein the communication modes include a private mode and a public mode.

17. The method of claim 15, wherein the communication mode is selected by the dispute resolution specialist.

18. The method of claim 15, further comprising keeping communications between the specialist and the parties private.

19. The method of claim 15, further comprising keeping communications between the specialist and the parties public.

20. The method of claim 1, further comprising providing visual cues to highlight agreements between the parties.

21. The method of claim 20, further comprising visually highlighting areas of agreement and disagreement.

22. The method of claim 1, further comprising providing a meta-rating forum on the performance of a particular party.

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23.   The method of claim 22, further comprising accessing data stored on the forum regarding performances of sellers and buyers.

24.   The method of claim 23, wherein the data relates to participation in the dispute resolution process.

25.   The method of claim 23, wherein the data relates to compliance of a participant to the final decision made in the resolution of the dispute.

26.   The method of claim 23, further comprising highlighting an offender in the dispute resolution system.

27.   (Once Amended) The method of claim 2, further comprising providing a market-based system for assigning a specialist to a particular dispute.

28.   The method of claim 1, wherein the dispute resolution is provided as an insurance covering transactions.

29.   The method of claim 28, further comprising requiring a seller in a transaction to be a registered subscriber before a transaction is insured.

30.   The method of claim 29, further comprising showing a visual indicia to indicate membership in the dispute resolution process.

31.   The method of claim 30, wherein the visual indicia is a medallion.

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56.   (New) A method comprising:

receiving case information that describes an electronic commerce dispute from one or more parties to the dispute;

comparing the case information to facts of previously resolved disputes to produce a result for use in selection of a mode of resolving the dispute; and

presenting the result of the comparison to the parties.

57.   (New) The method of claim 56, wherein comparing the case information to facts of previously resolved disputes comprises:

maintaining a database that stores facts and outcomes of previously resolved disputes;

searching the database to identify previously resolved disputes with facts that are similar to the case information.

58.   (New) The method of claim 57, wherein presenting the result comprises presenting the outcomes of identified previously resolved disputes.

59.   (New) The method of claim 58, wherein presenting the outcomes comprises summarizing the outcomes of the identified previously resolved disputes.

60.   (New) The method of claim 57, wherein presenting the result comprises:

generating an outcome prediction as a function of the facts and outcomes of the identified disputes; and

presenting the outcome prediction to the parties.

61.   (New) The method of claim 60, wherein the outcome prediction includes at least one likely outcome.

62.   (New) The method of claim 61, wherein the outcome prediction includes associated probabilities of occurrence of the at least one likely outcome.

63. (New) The method of claim 61, further comprising presenting the at least one likely outcome to the parties as a potential resolution of the dispute.

64. (New) A system comprising:

a database to store facts and outcomes of previously resolved disputes; and

a server to receive case information that describes an electronic commerce dispute from one or more parties to the dispute via a network, wherein the server compares the case information to the facts of previously resolved disputes stored by the database to produce a result for use in selection of a mode of resolving the dispute, and presents a result of the comparison to the parties via the network.

65. (New) The system of claim 64, wherein the server searches the database to identify previously resolved disputes with facts that are similar to the case information.

66. (New) The system of claim 65, wherein the server presents the result of the comparison by presenting the outcomes of identified previously resolved disputes.

67. (New) The system of claim 66, wherein the server summarizes the outcome of identified previously resolved disputes.

68. (New) The system of claim 65, wherein the server presents the result of the comparison by generating an outcome prediction as a function of the facts and outcomes of the identified disputes, and presenting the outcome prediction to the parties.

69. (New) The system of claim 68, wherein the outcome prediction includes at least one likely outcome.

70. (New) The system of claim 69, wherein the outcome prediction includes associated probabilities of occurrence of the at least one likely outcome.

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71.   (New) The system of claim 69, wherein the server presents the at least one likely outcome to the parties as a potential resolution of the dispute.

72.   (New) The method of claim 15, further comprising:

determining a current mode of resolving the dispute; and

automatically selecting a communication mode based on the determination.

73.   (New) The method of claim 23, further comprising providing the data to the parties to assist the resolution of the dispute.

74.   (New) The method of claim 23, further comprising providing the data to an electronic marketplace.